



PATENT

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

CHAN

Serial No.: 09/482,969

Filed: January 12, 2000

Atty. File No.: 4366-6

For: "AUTOMATIC GREETING FOR  
CALL CENTERS"Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

) Group Art Unit: 2645  
)  
)) Examiner: Anwah, Olisa  
)  
)) AMENDMENT AND RESPONSE  
)  
)) **CERTIFICATE OF FACSIMILE TRANSMISSION**  
)) I HEREBY CERTIFY THAT THIS PAPER IS BEING  
) FACSIMILE TRANSMITTED TO THE UNITED STATES  
) PATENT AND TRADEMARK OFFICE TO (703) 872-9314  
) ON MAY 12, 2003.  
)) SHERIDAN ROSS P.C.  
)) BY:   
)

RECEIVED

MAY 19 2003

Technology Center 2600

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of February 5, 2003 (Paper No. 11). Filed concurrently herewith is a Request for Extension of Time, thereby extending the time period for response from May 5, 2003 to June 5, 2003. Although the Applicant believes that no fees are due for filing this Amendment and Response, please credit any overpayment or charge any underpayment to Deposit Account No. 50-1602.

Please cancel Claim 3 and amend the above-identified patent application as follows:

DAVID P. ZINGER  
TODD P. BLAKELY  
GARY J. CONNELL  
SABRINA C. STAVISH  
JOSEPH E. KOVARIK  
SUSAN PRYOR WILLSON  
LEWIS D. HANSEN  
ROBERT R. BRUNELLI  
DOUGLAS W. SWARTZ  
BRUCE A. KUGLER  
BRENT P. JOHNSON  
DANA HARTJE CARDWELL  
BENJAMIN B. LIEB  
BRADLEY M. KNEPPER  
MIRIAM DRICKMAN TRUDELL  
SCOTT R. BIALECKI  
KENNETH C. WINTERTON  
ROBERT D. TRAVER, PH.D.  
CHRISTOPHER J. HUSLIN  
MARK L. YASKANTIN

**SHERIDAN ROSS**  
*A Professional Corporation*  
ATTORNEYS AND COUNSELORS AT LAW

1560 BROADWAY  
SUITE 1200  
DENVER, COLORADO 80202-5141

TELEPHONE (303) 863-9700  
FACSIMILE (303) 863-0223  
E-MAIL [srlaw@sheridanross.com](mailto:srlaw@sheridanross.com)

PATENTS  
TRADEMARKS  
COPYRIGHTS

KERMITH P. ROSS  
1910-1986

OF COUNSEL  
PHILIP H. SHERIDAN  
CRAIG C. GROSETH

TECHNICAL SPECIALISTS  
DENNIS J. DUPRAY, Ph.D.  
ANGELA K. DALLAS, Ph.D.  
CRAIG W. MUELLER

**FACSIMILE COVER SHEET**

TIME: \_\_\_\_\_

DATE: May 12, 2003

Please deliver the following page(s) to:

Name: Olisa Anwah, Examiner  
U.S. Patent Office

Facsimile Number: 703-872-9314

Our File Number: 4366-6

Your Ref. No.: Serial No. 09/482,969 filed January 12, 2000

Total Number of Pages, including this cover page: 16

Sender's Name: Douglas W. Swartz

MESSAGE:

Please find attached a (1) Request for Extension of Time and (2) Amendment and Response.

**PLEASE CONFIRM RECEIPT**

If you do not receive all the pages, please call Amy Duarte at (303) 863-9700.

THIS FACSIMILE MESSAGE IS CONFIDENTIAL AND MAY CONTAIN ATTORNEY PRIVILEGED INFORMATION INTENDED ONLY FOR THE USE OF THE INDIVIDUAL OR COMPANY NAMED ABOVE. If the reader is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please immediately notify us by telephone, so that we may arrange for the return of the original message to us. Thank you.